

## **HARRIS COUNTY PUBLIC HEALTH RYAN WHITE GRANT ADMINISTRATION**

### **POLICY AND PROCEDURES FOR AGENCY FOLLOW-UP SITE VISITS**

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**REVISED DATE:** 03/17

#### **POLICY:**

The Ryan White Grant Administration Quality Analyst Team will conduct follow-up visits on all Ryan White Part A funded agencies, when applicable. The Quality Analyst Team will randomly select a minimum of five (5) client records to ensure implementation of the plan of corrective action. The frequency and extent of these visits will be based on, but not limited to, the following criteria:

1. Overall site visit findings
2. Plan of Corrective Action review
3. Systemic Issues (Issues related to work or business process)
4. Improvement in findings from previous site visit, if applicable
5. Total number and type of citations (E.g. eligibility, documentation, consents or confidentiality breaches vs. a missing standardized form)
6. Other issues as identified

#### **PROCEDURES:**

- During the follow-up visit the Lead Quality Analyst will discuss the site visit report, plan of corrective action, and collect all outstanding documentation.  
Note: Documentation not provided by the close of the visit will not be accepted once the follow-up site visit is completed.
- The Quality Analyst Team will review the selected client records and make notations of any findings and/or areas needing additional improvements.
- At the end of the review, the Quality Analyst Team will discuss any areas of concerns and address questions. If the review indicates that the action steps in the Plan of Corrective Action have not been met, the agency will be asked to submit a new plan. The plan will be due within five (5) business days from receipt of the follow-up visit report.
- The agency will receive a final written statement of progress close-out letter within ten (10) business days of the follow-up site visit.

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**Approved by Manager**  
**HCPH – Ryan White Grant Administration**

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**Date**